

Automation, Robotics, and Simulation Division	Title: SDTS Customer Communication Document	
	Doc. No. SWI 1.8	Rev. B
	Date: January 2009	1

# SWI 1.8

## Customer Communication Document

Approved by:

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#### **Revision Record**

<b><u>Version</u></b>	<b><u>Date</u></b>	<b><u>Author(s)</u></b>	<b><u>Section(s) Affected/Reason for Revision</u></b>
Baseline	9/10/97	A. Spinler, D. Moore	Original Document.
A	3/05	D. Nolan	Document updated to reflect current process
B	1/09	S. Winnitoy	Updated references.

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## 1 Purpose

This procedure communicates to the Customers of the Automation, Robotics and Simulation Division (AR&SD) Dynamics Systems Test Branch (DSTB) how to obtain services of the Six-Degrees-Of-Freedom Dynamic Test System (SDTS).

## 2 Scope

The scope includes the major communication documents between the SDTS and its Customer. It established the initial communication and contact points as well as provides the initial documentation in electronic media for the customer. Contact the SDTS Manager (SM) for the names of numbers of the current contact points.

## 3 Acronyms

AR&SD	Automation, Robotics, & Simulation Division
DSTB	Dynamic Systems Test Branch
JSC	Johnson Space Center
NASA	National Aeronautics & Space Administration
SDTS	Six-Degrees-of-Freedom Dynamic Test System
SM	SDTS Manager
SWI	SDTS Work Instruction
TD	Test Director

## 4 Definitions

**Six-Degree-Of-Freedom Dynamic Test System:** Facility used for testing, training, and technology development. The SDTS is a closed loop dynamic testing system that combines high fidelity test articles and software models to produce an integrated simulation of two-body contact in free space.

**SDTS Manager:** The SM coordinates and communicates with the customer to define test requirements, funding, and any other related items in obtaining the SDTS for testing purposes.

**Test Director:** Test organization person responsible for performance of test. The Test Director (TD) leads the testing activity insuring procedures are carried out per the SDTS Work Instructions (SWIs).

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## 5 References

JPDR 1280.1 Quality Policy

## 6 Records, Reports and Forms

JF Form 90 Test Request

## 7 Responsibilities

The Customer responsibilities for test are outlined in SWI 1.10, Testing Process.

It is the policy of the SDTS to provide products and services that meet or exceed all customer requirements for safety, performance, cost and schedule (*Ref. JPD 1280.1 Quality Policy*).

## 8 Procedures

1. The SDTS provides potential customers this document along with the following documents on electronic media either by disk or email.
  - a) SWI 1.10, Test Process: This SWI defines the testing process utilized in the SDTS. It defines the responsibilities, processes and communication which take place during testing.
  - b) JF Form 90, Test Request: This form along with a signed division-level customer agreement is required to initiate the testing process defined in SWI 1.10, Testing Process. Contact the SM for information concerning the customer agreement.
  - c) Test Schedule Template: This form provides a template to aid the customer in the estimation of the test schedule. It becomes part of the completed Test Plan in the Appendix.
  - d) Test Plan Template: The customer is required to write the Test Plan as defined in SWI 1.10, Testing Process. This template is provided to insure the SDTS receives all the necessary information to meet customer needs.
  - e) SDTS Costing Information: This provides a template to aid the customer in the estimation of the cost for testing and is utilized in the customer agreement.
  - f) SDTS Test Customer Survey: It is the policy of the SDTS to provide products and services that meet or exceed all customer requirements for safety, performance, cost and schedule. We provide this survey for the customer to let us know our level of achievement.

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2. The Customer completes the provided documents as applicable. When completed, the customer emails the form to the SM. If you have any questions concerning the provided documents contact the SM.

Note: Each individual test requires completion of above forms. However, one customer agreement may be obtained from AR&SD concerning multiple tests and services. The magnitude of the test shall be limited to a single piece of hardware unless authorized by the SM.

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